

Job Seeker Compliance Data –June Quarter 2015

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Part A

1 - Number of Job seekers (at 30 June 2015)

| Active job seekers | | Job seekers suspended in employment services | | | | | Total job seekers |
|--------------------|------------|--|-----------------------|-------------------|-----------------------------|------------|-------------------|
| | | Temporary exemption | Reduced work capacity | Approved activity | Total suspended job seekers | | |
| No. | % | No. | No. | No. | No. | % | No. |
| 707,378 | 77% | 76,579 | 32,879 | 96,150 | 205,608 | 23% | 912,986 |

All the numbers of job seekers shown in this table are point in time at 30 June 2015.

“Active job seekers” means job seekers (including early school leavers) who were engaging with their employment services provider and actively seeking work or undertaking activities targeted at non-vocational barriers with a view to becoming work-ready.

“Job seekers suspended in employment services” means job seekers whose obligation to meet with an employment services provider has been suspended because they have a temporary exemption from the activity test, have a reduced work capacity below 15 hours a week or are undertaking an approved activity that is fully meeting their mutual obligation requirements.

“Temporary exemptions” means exemptions for job seekers for a specified period of time from all mutual obligation requirements. Job seekers are not required to engage with an employment services provider for the duration of their exemption.

“Reduced work capacity” means job seekers who have a reduced work capacity of 0-14 hours a week and are not required to engage with an employment services provider. They are able to fully satisfy their mutual obligation requirements through a quarterly interview with the Department of Human Services (Human Services).

“Approved activity” means an activity such as part-time work or education which fully meets the job seeker’s mutual obligation requirements for a specified period. Job seekers undertaking approved activities are not required to engage with an employment services provider.

2 - Job Seekers with a Vulnerability Indicator

| 30 June 2015 | Number of job seekers with a Vulnerability Indicator | % of all job seekers |
|--------------|--|----------------------|
| | | 112,852 |

“Vulnerability” means that a job seeker has a diagnosed condition or personal circumstance (e.g. homelessness, mental illness) that may currently impact on their capacity to comply with mutual obligation requirements, although it does not exempt a job seeker from these requirements.

“Number of job seekers with a Vulnerability Indicator” means job seekers (including early school leavers) who, at the end of the quarter, had one or more Vulnerability Indicators on their record.

3 - Attendance at Appointments with Employment Services providers

| | Appointments attended | | Appointments not attended | | | | Total Appointments | |
|------------------------------------|-----------------------|-----|---------------------------|----------------|------------|-----------|--------------------|------------|
| | | | Valid reason | Invalid reason | Discretion | Total | | |
| | No. | % | % | % | % | No. | % | No. |
| 1 April to 30 June 2015 | 2,062,627 | 68% | 12% | 11% | 9% | 975,255 | 32% | 3,037,882 |
| 1 July 2014 to 30 June 2015 | 9,260,062 | 67% | 12% | 13% | 8% | 4,474,169 | 33% | 13,734,231 |

Appointment data is a count of all appointments with employment services providers that activity tested job seekers are required to attend.

“Valid reason” means the provider considers that the job seeker had a reasonable excuse for not attending the appointment.

“Invalid reason” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment, or they have been unable to make contact with the job seeker. If a provider records a result of ‘invalid reason’, they can decide to submit a Participation Report to Human Services.

“Discretion” means the provider considers that the job seeker did not have a reasonable excuse for not attending the appointment but they have nonetheless decided not to submit a Participation Report to Human Services and are instead using another method to re-engage the job seeker (e.g. rescheduling the appointment until another day).

4 - Income support payment suspensions for non-attendance at appointments/activities

| | Number of Payment suspensions for job seekers missing usual appointment with their provider | Number of payment suspensions for job seekers missing an appointment with a third party | Number of payment suspensions for job seekers following disengagement from an activity | Number of payment suspensions for job seekers not attending a reconnection appointment | Total Suspensions |
|------------------------------------|--|--|---|---|--------------------------|
| 1 April to 30 June 2015 | 223,691 | 1,526 | 15,962 | 16,820 | 257,999 |
| 1 July 2014 to 30 June 2015 | 994,875 | 8,658 | 65,344 | 141,364 | 1,210,241 |

This table includes all participation payment suspensions applied as a result of providers submitting Non-Attendance Reports for non-attendance at a usual provider appointment (see note to Table 5) or as a result of providers submitting Participation Reports for non-attendance at a third party appointment (such as an initial appointment with a Work for the Dole Host or Skills for Employment and Education provider), following disengagement from an activity or for not attending a reconnection appointment.

5 - Numbers of Participation Reports and Non-Attendance Reports

| 1 April to 30 June 2015 | Participation Reports (PRs) | | Non-Attendance Reports (NARs) | |
|--------------------------------|------------------------------------|-------------------------|--------------------------------------|-------------------------|
| | No. of PRs | % of active job seekers | No. of NARs | % of active job seekers |
| | 66,758 | 7% | 266,179 | 27% |

Prior to the September quarter 2014, this table included Participation Reports and Contact Requests. From 1 July 2014, the use of Contact Requests was discontinued as the introduction of Non-Attendance Reports made Contact Requests redundant because they achieve the same thing. Non-Attendance Reports are used by providers to report to Human Services when a job seeker fails to attend a usual provider appointment. The submission of a Non-Attendance Report triggers an income support payment suspension. Connection failure Participation Reports, which trigger payment suspension and, in addition, the investigation of a Connection failure, were also discontinued for the purpose of reporting non-attendance at provider appointments from 1 July 2014. The shift from the use of Participation Reports to the use of Non-attendance Reports for reporting non-attendance at provider appointments is reflected in the above data.

Participation Reports shown are for Connection, Reconnection, No Show No Pay and Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures for persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non-Payment Periods are also excluded from the table as they are generally initiated by Human Services prior to the job seeker commencing in employment services.

“% of active job seekers” means the number of Participation Reports or Non-Attendance Reports expressed as a proportion of the total number of job seekers (including early school leavers) who were active at some point over the duration of the quarter (i.e. this is not a point in time population of job seekers). This does not represent the actual proportion of job seekers who received a Participation Report or Non-Attendance Report as one job seeker may be the subject of more than one Participation Report or Non-Attendance Report. It is therefore included only to provide an indicative comparison with earlier quarters.

6 - Reasons for providers reporting non-compliance to Human Services

| I April to 30 June 2015 | Main reasons | | | | Total for main reasons | | Other reasons | Total for all reasons |
|------------------------------------|--|-----|----------------------------|-----|------------------------|-----|---------------|-----------------------|
| | Failure to attend provider appointment | | Failure to attend activity | | | | | |
| | No. | % | No. | % | No. | % | % | No. |
| | 286,236 | 86% | 42,097 | 13% | 328,333 | 99% | 1% | 332,937 |
| I July 2014 to 30 June 2015 | 1,317,262 | 87% | 180,096 | 12% | 1,497,358 | 99% | 1% | 1,522,309 |

This table includes a count of all Non-Attendance Reports and Participation Reports for Connection, Reconnection, No Show No Pay, and Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures due to persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods are also excluded from the table as they are generally initiated by Human Services prior to the job seeker commencing in employment services.

“Failure to attend activity” means failure to attend an activity specified in an Employment Pathway Plan.

7 - Human Services responses to Participation Reports: Overview

| I April to 30 June 2015 | Participation Failure imposed (“PR Applied”) | | Participation Failure not imposed (“PR Rejected”) | | Total Reports |
|------------------------------------|--|-----|---|-----|---------------|
| | No. | % | No. | % | No. |
| | 44,596 | 67% | 22,162 | 33% | 66,758 |
| I July 2014 to 30 June 2015 | 237,218 | 65% | 127,663 | 35% | 364,881 |

Participation Reports are rejected if Human Services determines that the job seeker gave prior notice of a reasonable excuse for their failure to attend an appointment or had a reasonable excuse but was unable to give prior notice. Although Non-Attendance Reports are also used to report non-compliance and can be found to be invalid (for example, the job seeker was not on payment at the time of their non-attendance), Human Services is not required to determine whether or not the job seeker had a reasonable excuse for their non-attendance because no participation failure can be applied. For this reason, Non-Attendance Reports cannot be “rejected” in the way Participation Reports are and so are not included in the table above or the table below.

Figures for “Participation Failure imposed” may differ from figures for “No. of Participation Failures” in Table I I below because the above table only includes failures that are reported via a Participation Report from a provider; that is, Connection, Reconnection, No Show No Pay, and Serious Failures for refusing to accept or commence in a suitable job. Participation Reports are not directly submitted for Serious Failures due to persistent non-compliance as these are determined following a Comprehensive Compliance Assessment. Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Human Services prior to the job seeker commencing in employment services. Table I I includes Serious Failures for persistent non-compliance and UNPPs.

‘PR Rejected %’ means the proportion of Participation Reports that have not led to imposition of a failure by Human Services.

Participation Failures applied by Human Services due to unacceptable reasons given by job seekers for non-attendance

| I April to 30 June 2015 | Job seeker error | Manageable or unproven medical issue | Job seeker chose not to participate | Job seeker denied being notified | Foreseeable or unacceptable activity prevented compliance | Personal matter | Transport difficulties – insufficient to prevent compliance | Cultural/ language issues | Job seeker considered work offered was unsuitable | No reason offered | Reasonable excuse but no prior notice | TOTAL |
|------------------------------------|-------------------------|---|--|---|--|------------------------|--|----------------------------------|--|--------------------------|--|--------------|
| No. | 6,928 | 7,415 | 8,913 | 1,078 | 3,491 | 3,823 | 2,670 | 275 | <20 | 140 | 9,646 | 44,596 |
| % | 15.5% | 16.6% | 20.0% | 2.4% | 7.8% | 8.6% | 6.0% | 0.6% | 0.0% | 0.3% | 21.6% | 100% |
| I July 2014 to 30 June 2015 | | | | | | | | | | | | |
| No. | 42,986 | 37,820 | 47,105 | 8,481 | 22,908 | 19,649 | 14,710 | 1,382 | 57 | 747 | 39,961 | 237,218 |
| % | 18.1% | 15.9% | 19.9% | 3.6% | 9.7% | 8.3% | 6.2% | 0.6% | 0.0% | 0.3% | 16.8% | 100% |

This table breaks down the data included in the ‘Participation Failure imposed’ column of the previous overview table by the reason the job seeker gave for their failure. Reasons are recorded where the failure is for non-attendance at appointments with Human Services, with employers or for non-attendance at activities. Non-Attendance Reports, which are used to report non-attendance at provider appointments (which constitute the bulk of appointment types) are not included in this table because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker’s income support payment rather than result in a penalty. Because of this, the job seeker’s reason for non-attendance is not sought or recorded by Human Services

The data gives the types of excuses that job seekers provided to Human Services that Human Services did not accept as reasonable in the specific circumstances of each case. Human Services is required under legislation to determine each case on its merits and to consider whether or not the job seeker’s personal circumstances affected

their ability to comply or to give prior notice of their inability to comply for each incidence of non-attendance. In these instances, the Human Service's decision-maker has determined that the circumstances described by the job seeker did not impact sufficiently on the job seeker's capacity to attend the appointment or activity at the scheduled time or there is no evidence to support the job seeker's reason for non-attendance or failure to give prior notice.

"Job seeker error" means the job seeker got the time or date of a requirement wrong, they slept in or forgot to attend.

"Manageable or unproven medical issue" means that the job seeker indicated that a medical condition prevented their attendance, but their explanation was not accepted as reasonable. This will generally be because the job seeker did not appear ill or provide evidence of their illness, or where evidence was provided but the condition was manageable and should not have prevented attendance at the time of the appointment or activity. This category also covers situations where the excuse relates to substance or alcohol use or mental health issues but where the decision-maker has determined that in this instance the person's condition would not have prevented compliance.

"Job seeker chose not to participate" means the job seeker did not want to attend an appointment or activity because the time was not convenient for the job seeker, because the job seeker did not see value in attending or because they indicated that they did not care whether they attended or not.

"Job seeker denied being notified" means that the job seeker believed that they were not notified of the requirement. Human Services must be satisfied that the job seeker was properly notified of their requirement before a failure can be applied. In these cases, Human Services was satisfied this had occurred and found no reason to accept the job seeker's explanation.

"Foreseeable or unacceptable activity prevented compliance" means that the job seeker claimed to have been undertaking other acceptable activities at the time of the requirement, such as a legal commitment (e.g. attending court), attending a job interview or working. If a failure is applied in these circumstances it means the decision-maker was not satisfied that the timing of the other activity would have prevented attendance at the appointment or activity or the decision maker did not believe the other activity occurred. In the case of a job seeker claiming to have been working, it may mean that the job seeker did not provide evidence to verify this or declare any earnings.

"Personal matter" means the job seeker indicated they had personal relationship issues, caring responsibilities, difficulties with accommodation, or bereavement following the death of a friend, relative or pet. While such circumstances can impact on a job seeker's capacity to comply, the Human Services decision-maker found that they did not do so in these instances.

"Transport difficulties - insufficient to prevent compliance" means that the excuse related to general transport difficulties, an objection to the commuting distance or the job seeker indicated that they could not afford to attend. In setting any requirement the cost and difficulty of transport must be considered, so in determining a failure the Human Services decision-maker must be satisfied that these things did not prevent compliance.

"Cultural/language issue" means that the job seeker indicated that cultural diversity, language, literacy or numeracy issues affected their capacity to comply. The impact of these factors must be considered by decision-makers in setting requirements and determining failures.

“Job seeker considered work offered was unsuitable” means that the job seeker failed to attend a job interview because, for example, they did not like the prospective job, did not think they would have the necessary skills or did not think it would pay enough. Before applying a failure in these circumstances, Human Services decision-makers are required under social security law to ensure, among other things, that the prospective job met the applicable statutory conditions relating to wages and conditions and that the job seeker had the skills to do the work or would have been given appropriate training by the employer to enable them to do the work.

“No reason offered” means that the job seeker did not offer a reason for their non-attendance.

“Reason not recorded” are those failures that are not attendance-related. While the job seeker’s reason for non-compliance must be considered before the failure can be applied, it is not recorded in a way which can be easily extracted for the purposes of this data.

“Reasonable excuse but no prior notice” means that the job seeker had a reasonable excuse for not attending their appointment but failed to give prior notice of their inability to attend an appointment when it would have been reasonable to expect them to do so.

8 - Human Services reasons for applying Participation Reports

| I April to 30 June 2015 | Prior notice of reasonable excuse for non-attendance required | | | | | | Prior notice not relevant – no reasonable excuse | | Total Applied |
|-----------------------------|---|-----|--|-----|---|----|--|-----|---------------|
| | Prior notice not given -Reasonable Excuse | | Prior notice not given -No reasonable excuse | | Prior notice given but no reasonable excuse | | No. | % | |
| | No. | % | No. | % | No. | % | | | No. |
| | 9,646 | 22% | 18,448 | 41% | 1,063 | 2% | 15,439 | 35% | 44,596 |
| I July 2014 to 30 June 2015 | 39,961 | 17% | 78,495 | 33% | 6,015 | 3% | 112,747 | 47% | 237,218 |

Since 1 July 2011, if a job seeker is unable to attend an appointment or activity they must give prior notice of their reason for not being able to attend where it is reasonable to expect them to do so. If they fail to do so, a penalty may be applied regardless of the reason for non-attendance. Job seekers can therefore have penalties applied where: they failed to give prior notice of a reasonable excuse for not attending an appointment or activity; they gave prior notice but their excuse was not accepted by Human Services as reasonable; or where there was no requirement to give prior notice (because the failure did not relate to attendance - for example, a failure to enter an Employment Pathway Plan) but the job seeker had no reasonable excuse for their action.

Non-Attendance Reports, which are used to report non-attendance at provider appointments (which constitute the bulk of appointment types) are not included in this table because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker’s income support payment rather than result in a penalty. Because of this, whether or not the job seeker had a reasonable excuse is not investigated or recorded by Human Services.

9 - Human Services reasons for rejecting Participation Reports: Overview

| I April to 30 June 2015 | Job seeker had reasonable excuse | | Procedural errors relating to: | | | Total procedural errors | | Total Rejections |
|-----------------------------|----------------------------------|-----|--------------------------------|------------------------|----------------|-------------------------|-----|------------------|
| | | | Nature of requirements | Notifying requirements | Submitting PRs | No. | % | No. |
| | No. | % | % | % | % | No. | % | No. |
| | 11,686 | 53% | 18% | 9% | 20% | 10,476 | 47% | 22,162 |
| I July 2014 to 30 June 2015 | 71,993 | 56% | 14% | 10% | 20% | 55,670 | 44% | 127,663 |

Non-Attendance Reports, which are used to report non-attendance at provider appointments where no prior notice of a valid reason was given (which constitute the bulk of reports to Human Services) are not included in this table or the table below because they do not result in a Participation Failure under the compliance framework and simply delay a job seeker's income support payment rather than result in a penalty. Because of this, whether or not the job seeker had a reasonable excuse is not investigated or recorded by Human Services.

"Job seeker had reasonable excuse" means that Human Services determined that the job seeker had a reasonable excuse for failing to comply with the requirement and therefore a Participation Failure should not be applied.

"Nature of requirements" means that Human Services determined that the requirement with which the job seeker did not comply was not reasonable or appropriate to the circumstances of the job seeker. This includes, for example, where a job seeker was referred to an unsuitable activity, where attendance required an unreasonable travel distance, or where a job did not meet minimum work conditions or enable a job seeker to arrange or access childcare.

"Notifying requirements" means that Human Services determined that the job seeker did not receive notification, was not notified correctly, or was not given enough time to meet their requirement. This includes, for example, instances where mail may have gone astray, or the job seeker had no permanent residence for mail to be sent to.

"Submitting PRs" means that Human Services rejected the Participation Report on the grounds that it was not valid. This includes, for example, where the report was submitted for a period during which the job seeker had an exemption or was not receiving any payments; it was submitted for a requirement not contained in the Employment Pathway Plan; or the report was filled out incorrectly containing the wrong code or date of incident.

Human Services reasons for rejecting Participation Reports: Reasonable Excuse

| I April to 30 June 2015 | Medical reason – A | Medical reason – B | Other acceptable activity | Personal crisis | Caring responsibilities | Homelessness | Transport difficulties | Cultural/language issues | Other | Total rejections for reasonable excuse | |
|-----------------------------|--------------------|--------------------|---------------------------|-----------------|-------------------------|--------------|------------------------|--------------------------|-------|--|--------|
| | % | % | % | % | % | % | % | % | % | % | No. |
| | 11% | 12% | 9% | 6% | 4% | 2% | 4% | 1% | 4% | 53% | 11,686 |
| I July 2014 to 30 June 2015 | 10% | 13% | 11% | 6% | 4% | 3% | 4% | 1% | 4% | 56% | 71,993 |

Percentages above represent the proportion of all Participation Reports rejected, and as such each row equals the “Total reasonable excuse” percentage, rather than adding up to 100%. Discrepancies may occur between the sum of the component percentages and the total percentage, due to the rounding.

“Medical reason A” means that Human Services determined that a medical reason prevented the job seeker from complying with the requirement, but the job seeker did not provide specific evidence relating to this particular incident. Included in this category are instances where the job seeker had previously provided evidence of the medical condition or it was not considered reasonable or necessary for the job seeker to attend a doctor.

“Medical reason B” means that Human Services determined that a medical reason prevented the job seeker from complying with the requirement, and the job seeker provided specific evidence relating to the particular incident.

“Other acceptable activity” means that Human Services determined that the job seeker was participating in an activity that made it acceptable not to meet the requirement (for example, undertaking paid work, attending an interview, etc).

“Personal crisis” means that Human Services determined that a personal crisis prevented the job seeker from complying with the requirement (for example, a bereavement of a family member).

“Caring responsibilities” means that Human Services determined that the job seeker had caring responsibilities that prevented them from complying with the requirement (for example, caring for a sick dependant or relative).

“Homelessness” means that Human Services determined that a job seeker’s homelessness prevented the job seeker from being able to comply with the requirement.

“Transport difficulties” means that Human Services determined that unforeseeable transport difficulties prevented the job seeker from complying with the requirement (for example, a car breaking down or public transport services being cancelled or disrupted).

“Cultural / language issues” means that Human Services determined that cultural diversity, language, literacy or numeracy issues prevented the job seeker from being able to understand or comply with the requirement.

“Other” includes all other Participation Reports rejected on the grounds that the job seeker had a reasonable excuse for not complying (for example, a police restriction, community service order or legal appointment).

10 - Number of Participation Reports and/or Non-Attendance Reports per job seeker (at 30 June 2015)

| Number of PRs or NARs per job seeker | No. of all job seekers | % of all job seekers | % of PRs/NARs |
|---|-------------------------------|-----------------------------|----------------------|
| 0 | 562,826 | 61.6% | N/A |
| 1 | 139,507 | 15.3% | 13% |
| 2 | 66,612 | 7.3% | 12% |
| 3 | 41,095 | 4.5% | 11% |
| 4 | 27,730 | 3.0% | 10% |
| 5+ | 75,216 | 8.2% | 54% |
| Total | 912,986 | 100% | 100% |

This table shows the number and percentage of job seekers who have not been reported for non-compliance and the number and percentage who have been reported, either through a Participation Report or Non-Attendance Report, on one or multiple occasions.

“No. of all job seekers” means the total number of job seekers (including early school leavers) as at 30 June 2015.

“% of all job seekers” indicates the proportion of the total number of job seekers as at 30 June 2015 who received the specified number of Participation Reports and/or Non-Attendance Reports over the preceding twelve months.

“% of PRs/NARs” indicates the % of Participation Reports and/or Non-Attendance Reports submitted in relation to each particular cohort of job seekers at 30 June 2015 during the preceding twelve month period (e.g. 12 per cent of all PRs/NARs submitted between 1 July 2014 and 30 June 2015 were submitted in relation to those job seekers at 30 June 2015 who received two Participation Reports and/or Non-Attendance Reports during this period).

11 - Number of Participation Failures

| 1 April to 30 June 2015 | No. of Participation Failures | % of active job seekers |
|--------------------------------|--------------------------------------|--------------------------------|
| | 47,915 | 5% |

Participation Failures shown include applied Connection, Reconnection, No Show No Pay failures, and also for Serious Failures for persistent non-compliance or failing to accept or commence in a suitable job. Participation Failures are applied where Human Services has assessed a Participation Report and has determined under social security law that the job seeker did not have a reasonable excuse. Human Services then records the Participation Failure on the job seeker’s record and this may or may not result in the application of a financial penalty, depending on the failure type. Although Non-Attendance Reports, like Participation Reports, are a mechanism for employment providers to report non-compliance, Human Services does not consider reasonable excuse before actioning them and they do not result in the application of a Participation Failure or penalty (only income support payment suspension). Unemployment Non Payment Periods (UNPPs) are also excluded from the table as the majority of UNPPs are initiated by Human Services prior to a job seeker commencing in employment services.

“% of active job seekers” means the number of Participation Failures expressed as a proportion of the total number of job seekers (including early school leavers) who were active at some point over the duration of the quarter (i.e. this is not a point in time population of job seekers). This does not represent the actual proportion of job seekers who incurred a Participation Failure as one job seeker may have incurred more than one Participation Failure.

Figures for “No. of Participation Failures” may differ from figures for “Participation Failures imposed” in Table 7 above because Table 7 does not include Serious Failures for persistent non-compliance (for the reason given in the note to Table 7).

12 - Types of Participation Failures: Overview

| I April to 30 June 2015 | Connection Failures | | Reconnection Failures | | No Show No Pay Failures | | Serious Failures | | Total Failures |
|--------------------------------|---------------------|----|-----------------------|-----|-------------------------|-----|------------------|----|----------------|
| | No. | % | No. | % | No. | % | No. | % | No. |
| | 2,604 | 5% | 12,806 | 27% | 28,970 | 60% | 3,535 | 7% | 47,915 |
| I July 2014 to 30 June 2015 | 12,985 | 5% | 99,165 | 39% | 123,656 | 49% | 18,125 | 7% | 253,931 |

Serious failures shown are for failing to accept or commence a suitable job as well as for persistent non-compliance.

13 - Types of Participation Failures: Serious Failures

| I April to 30 June 2015 | Persistent non-compliance | | Refused Suitable Job | | Did Not Commence Suitable Job | | Total Serious Failures |
|-----------------------------|---------------------------|-----|----------------------|----|-------------------------------|----|------------------------|
| | No. | % | No. | % | No. | % | No. |
| | 3,319 | 94% | 104 | 3% | 112 | 3% | 3,535 |
| I July 2014 to 30 June 2015 | 16,713 | 92% | 699 | 4% | 713 | 4% | 18,125 |

14 - Outcomes of Comprehensive Compliance Assessments

| I April to 30 June 2015 | Serious Failure (8 week penalty) imposed for persistent non-compliance | | Further assessment/assistance | | | | No change in Employment Services Programme or Stream | | | | Overall Total |
|-----------------------------|--|-----|--|---|-------|----|--|-------------|--------|-----|---------------|
| | | | JSCI updated – referral for ESA _t | JSCI updated – eligible for higher stream | Total | | Other Outcomes | No Outcomes | Total | | |
| | No. | % | No. | No. | No. | % | No. | No. | No. | % | No. |
| | 3,319 | 46% | 320 | 43 | 363 | 5% | 2,863 | 704 | 3,567 | 49% | 7,249 |
| I July 2014 to 30 June 2015 | 16,713 | 45% | 2,586 | 329 | 2,915 | 8% | 14,391 | 3,339 | 17,730 | 47% | 37,358 |

Note: A CCA can result in multiple outcomes but in the above table each CCA is counted only once under whichever outcome is highest within the Hierarchy below. For example, where a CCA recommends both referral for an Employment Services Assessment (ESA_t) and another intervention, the CCA would be counted under JSCI- Referral for ESA_t.

The Outcome Hierarchy is:

1. Serious Failure
2. JSCI – Referral for ESA_t
3. JSCI – Eligible for higher stream
4. Other Outcomes
5. No Outcomes

“JSCI - Referral for ESAt” means a job seeker had their Job Seeker Classification Instrument (JSCI) updated and the outcome of the JSCI was for the job seeker to be referred to an Employment Services Assessment. Employment Services Assessments superseded Job Capacity Assessments from 1 October 2011.

“JSCI – Eligible for higher stream” means a job seeker had their JSCI updated and the outcome of the JSCI was for the job seeker to be referred to a higher-numbered stream of service in the Job Services Australia system.

“No change in Employment Services Program or Stream” means there has been no recommendation to change the job seeker’s Employment Services Program or Stream. CCAs in this category can recommend one or more outcomes that can be undertaken or arranged by the job seeker’s current provider or they may not recommend any particular action.

“Other Outcomes” includes any sort of recommended outcome that does not involve a change of Employment Services Program or Stream and can therefore be undertaken or arranged by the job seeker’s current provider. These include suggested changes to the job seeker’s Employment Pathway Plan to include any vocational or non-vocational activities designed to help the job seeker to become more job-ready (e.g. a referral for housing assistance or literacy and numeracy training).

‘No Outcomes’ means there were no outcomes or other action recommended by Human Services as part of the CCA. This means that the Human Services specialist officer who conducted the CCA found that the job seeker had no barriers to participation that warranted a specific sort of intervention but that there were insufficient grounds to determine that the job seeker had been persistently and deliberately non-compliant.

15 - Sanctions for Serious Failures

| I April to 30 June 2015 | Serious Failures | | | | | | Total |
|-----------------------------|--------------------|-----|--------------------------|-----|--------------------|----|--------|
| | Non-payment Period | | Financial Penalty waived | | | | |
| | | | Compliance Activity | | Financial Hardship | | |
| | No. | % | No. | % | No. | % | |
| | 696 | 20% | 2,805 | 79% | 34 | 1% | 3,535 |
| I July 2014 to 30 June 2015 | 3,925 | 22% | 13,962 | 77% | 238 | 1% | 18,125 |

“Serious Failures” shown are for refusing to accept or commence a suitable job, and for persistent non-compliance following a Comprehensive Compliance Assessment.

“Compliance Activity” means that the non-payment period was waived due to the job seeker agreeing to undertake a Compliance Activity involving weekly participation typically of 25 hours.

“Financial Hardship” means that the non-payment period was waived due to the job seeker being unable to undertake a Compliance Activity and having liquid assets below a specified amount.

Part B

16 - Financial Penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Gender

1 April to 30 June 2015

| Non Payment Periods (Serious and UNPPs) | Male | Male % | Female | Female % | Total | Total % | Financial YTD | Financial YTD% |
|--|--------------|---------------|---------------|-----------------|--------------|----------------|----------------------|-----------------------|
| Voluntary unemployment- UNPP | 1,930 | 23.82% | 1,128 | 13.92% | 3,058 | 37.75% | 12,777 | 34.66% |
| Unemployment due to misconduct – UNPP | 1,184 | 14.62% | 324 | 4.00% | 1,508 | 18.61% | 5,964 | 16.18% |
| Persistent non-compliance – Serious | 2,464 | 30.42% | 855 | 10.55% | 3,319 | 40.97% | 16,713 | 45.33% |
| Did not commence suitable work - Serious | 84 | 1.04% | 28 | 0.35% | 112 | 1.38% | 713 | 1.93% |
| Refused a suitable job – Serious | 73 | 0.90% | 31 | 0.38% | 104 | 1.28% | 699 | 1.90% |
| Sub Total NPPs | 5,735 | 70.79% | 2,366 | 29.21% | 8,101 | 100.00% | 36,866 | 100.00% |

1 April to 30 June 2015

| Other Financial Penalties (Reconnection and NSNP) | Male | Male % | Female | Female % | Total | Total % | Financial YTD | Financial YTD% |
|---|---------------|---------------|---------------|-----------------|---------------|----------------|----------------------|-----------------------|
| Failure to comply with a reconnection requirement | 8,531 | 20.42% | 4,275 | 10.23% | 12,806 | 30.65% | 99,165 | 44.50% |
| Failure to attend activity specified in EPP - NSNP | 19,923 | 47.69% | 8,362 | 20.02% | 28,285 | 67.71% | 120,021 | 53.86% |
| Failure to attend job interview – NSNP | 184 | 0.44% | 107 | 0.26% | 291 | 0.70% | 1,853 | 0.83% |
| Inappropriate conduct in EPP activity - NSNP | 253 | 0.61% | 62 | 0.15% | 315 | 0.75% | 1,394 | 0.63% |
| Inappropriate presentation or conduct at job interview – NSNP | 59 | 0.14% | 20 | 0.05% | 79 | 0.19% | 388 | 0.17% |
| Sub Total Other Financial penalties | 28,950 | 69.30% | 12,826 | 30.70% | 41,776 | 100.00% | 222,821 | 100.00% |

I April to 30 June 2015

| | Male | Male % | Female | Female % | Total | Total % | Financial YTD | Financial YTD% |
|----------------------------------|-------------|---------------|---------------|-----------------|--------------|----------------|----------------------|-----------------------|
| Total Financial Penalties | 34,685 | 69.54% | 15,192 | 30.46% | 49,877 | 100.00% | 259,687 | 100.00% |

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period I April to 30 June 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at provider reconnection appointments.

I April to 30 June 2015

| Connection Failures | Male | Male % | Female | Female % | Total | Total % | Financial YTD | Financial YTD% |
|--|-------------|---------------|---------------|-----------------|--------------|----------------|----------------------|-----------------------|
| Failure to attend third party provider appointment* | 434 | 16.67% | 170 | 6.53% | 604 | 23.20% | 2,714 | 20.90% |
| Failure to attend CCA appointment | 721 | 27.69% | 272 | 10.45% | 993 | 38.13% | 5,320 | 40.97% |
| Failure to comply with Job Search requirement in EPP | 572 | 21.97% | 187 | 7.18% | 759 | 29.15% | 3,624 | 27.91% |
| Failure to enter EPP with provider | 124 | 4.76% | 32 | 1.23% | 156 | 5.99% | 928 | 7.15% |
| Failure to attend Centrelink appointment | <20 | N/A | <20 | N/A | <20 | N/A | 66 | 0.51% |
| Unsatisfactory Job Seeker Diary | 31 | 1.19% | <20 | N/A | 41 | 1.57% | 205 | 1.58% |
| Failure to return Job Seeker Diary | 25 | 0.96% | <20 | N/A | 29 | 1.11% | 115 | 0.89% |
| Failure to negotiate EPP with Centrelink | <20 | N/A | 0 | 0.00% | <20 | N/A | <20 | N/A |
| Other | <20 | N/A | <20 | N/A | <20 | N/A | <20 | N/A |
| Total | 1,920 | 73.73% | 684 | 26.27% | 2,604 | 100.00% | 12,985 | 100.00% |

* Non-attendance at employment provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

| Income Support payment suspensions | Male | Male % | Female | Female % | Total | Total % | Financial YTD | Financial YTD% |
|---|----------------|---------------|---------------|-----------------|----------------|----------------|----------------------|-----------------------|
| Income support payment suspension - non-attendance at appointment | 152,607 | 59.15% | 89,430 | 34.66% | 242,037 | 93.81% | 1,144,897 | 94.60% |
| Income support payment suspension – disengagement from activity | 10,725 | 4.16% | 5,237 | 2.03% | 15,962 | 6.19% | 65,344 | 5.40% |
| Total Income Support payment suspensions | 163,332 | 63.31% | 94,667 | 36.69% | 257,999 | 100.00% | 1,210,241 | 100.00% |

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-Attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

I April to 30 June 2015

| Finalised CCA Outcome | Male | Male % | Female | Female % | Total | Total % | Financial YTD | Financial YTD% |
|---|--------------|---------------|---------------|-----------------|--------------|----------------|----------------------|-----------------------|
| JSCI updated - referral for ESAt | 223 | 3.08% | 97 | 1.34% | 320 | 4.41% | 2,586 | 6.92% |
| JSCI updated - eligible for higher stream | 31 | 0.43% | <20 | N/A | 43 | 0.59% | 329 | 0.88% |
| Persistent non-compliance (Serious Failure) | 2,464 | 33.99% | 855 | 11.79% | 3,319 | 45.79% | 16,713 | 44.74% |
| Other outcomes | 1,994 | 27.51% | 869 | 11.99% | 2,863 | 39.50% | 14,391 | 38.52% |
| No outcomes | 484 | 6.68% | 220 | 3.03% | 704 | 9.71% | 3,339 | 8.94% |
| Total | 5,196 | 71.68% | 2,053 | 28.32% | 7,249 | 100.00% | 37,358 | 100.00% |

17 - Financial penalties, Connection Failures, Payment Suspensions and CCAs by Indigenous Status

I April to 30 June 2015

| Non Payment Periods (Serious and UNPPs) | Indigenous | Indigenous % | Non Indigenous | Non Indigenous % | Total | Total % | Financial YTD | Financial YTD% |
|--|-------------------|---------------------|-----------------------|-------------------------|--------------|----------------|----------------------|-----------------------|
| Voluntary unemployment- UNPP | 345 | 4.26% | 2,713 | 33.49% | 3,058 | 37.75% | 12,777 | 34.66% |
| Unemployment due to misconduct – UNPP | 140 | 1.73% | 1,368 | 16.89% | 1,508 | 18.61% | 5,964 | 16.18% |
| Persistent non-compliance - Serious | 1,945 | 24.01% | 1,374 | 16.96% | 3,319 | 40.97% | 16,713 | 45.33% |
| Did not commence suitable work - Serious | <20 | N/A | 98 | 1.21% | 112 | 1.38% | 713 | 1.93% |
| Refused a suitable job - Serious | <20 | N/A | 96 | 1.19% | 104 | 1.28% | 699 | 1.90% |
| Sub Total NPPs | 2,452 | 30.27% | 5,649 | 69.73% | 8,101 | 100.00% | 36,866 | 100.00% |

I April to 30 June 2015

| Other Financial Penalties (Reconnection and NSNP) | Indigenous | Indigenous % | Non Indigenous | Non Indigenous % | Total | Total % | Financial YTD | Financial YTD% |
|---|-------------------|---------------------|-----------------------|-------------------------|---------------|----------------|----------------------|-----------------------|
| Failure to comply with a reconnection requirement | 4,269 | 10.22% | 8,537 | 20.44% | 12,806 | 30.65% | 99,165 | 44.50% |
| Failure to attend activity specified in EPP – NSNP | 13,039 | 31.21% | 15,246 | 36.49% | 28,285 | 67.71% | 120,021 | 53.86% |
| Failure to attend job interview – NSNP | 35 | 0.08% | 256 | 0.61% | 291 | 0.70% | 1,853 | 0.83% |
| Inappropriate conduct in EPP activity – NSNP | 53 | 0.13% | 262 | 0.63% | 315 | 0.75% | 1,394 | 0.63% |
| Inappropriate presentation or conduct at job interview - NSNP | <20 | N/A | 76 | 0.18% | 79 | 0.19% | 388 | 0.17% |
| Sub Total Other Financial penalties | 17,399 | 41.65% | 24,377 | 58.35% | 41,776 | 100.00% | 222,821 | 100.00% |

I April to 30 June 2015

| | Indigenous | Indigenous % | Non Indigenous | Non Indigenous % | Total | Total % | Financial YTD | Financial YTD% |
|----------------------------------|------------|--------------|----------------|------------------|--------|---------|---------------|----------------|
| Total Financial Penalties | 19,851 | 39.80% | 30,026 | 60.20% | 49,877 | 100.0% | 259,687 | 100.00% |

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period I April to 30 June 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

I April to 30 June 2015

| Connection Failures | Indigenous | Indigenous % | Non Indigenous | Non Indigenous % | Total | Total % | Financial YTD | Financial YTD% |
|--|------------|--------------|----------------|------------------|-------|---------|---------------|----------------|
| Failure to attend third party Provider appointment * | 141 | 5.41% | 463 | 17.78% | 604 | 23.20% | 2,714 | 20.90% |
| Failure to attend CCA appointment | 445 | 17.09% | 548 | 21.04% | 993 | 38.13% | 5,320 | 40.97% |
| Failure to comply with Job Search requirement in EPP | 96 | 3.69% | 663 | 25.46% | 759 | 29.15% | 3,624 | 27.91% |
| Failure to enter EPP with provider | <20 | N/A | 148 | 5.68% | 156 | 5.99% | 928 | 7.15% |
| Failure to attend Centrelink appointment | <20 | N/A | <20 | N/A | <20 | N/A | 66 | 0.51% |
| Unsatisfactory Job Seeker Diary | <20 | N/A | 40 | 1.54% | 41 | 1.57% | 205 | 1.58% |
| Failure to return Job Seeker Diary | <20 | N/A | 27 | 1.04% | 29 | 1.11% | 115 | 0.89% |
| Failure to negotiate EPP with Centrelink | 0 | 0.00% | <20 | N/A | <20 | N/A | <20 | N/A |
| Other | 0 | 0.00% | <20 | N/A | <20 | N/A | <20 | N/A |
| Total | 695 | 26.69% | 1,909 | 73.31% | 2,604 | 100.00% | 12,985 | 100.00% |

* Non-attendance at employment provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

| Income support payment suspensions | Indigenous | Indigenous % | Non Indigenous | Non Indigenous % | Total | Total % | Financial YTD | Financial YTD% |
|---|---------------|---------------|----------------|------------------|----------------|----------------|------------------|----------------|
| Income support payment suspension - non-attendance at appointment | 54,917 | 21.29% | 187,120 | 72.53% | 242,037 | 93.81% | 1,144,897 | 94.60% |
| Income support payment suspension – disengagement from activity | 8,063 | 3.13% | 7,899 | 3.06% | 15,962 | 6.19% | 65,344 | 5.40% |
| Total Income Support payment suspensions | 62,980 | 24.41% | 195,019 | 75.59% | 257,999 | 100.00% | 1,210,241 | 100.00% |

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-Attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

I April to 30 June 2015

| Finalised CCA Outcome | Indigenous | Indigenous % | Non Indigenous | Non Indigenous % | Total | Total % | Financial YTD | Financial YTD% |
|---|--------------|---------------|----------------|------------------|--------------|----------------|---------------|----------------|
| JSCI updated - referral for ESA | 96 | 1.32% | 224 | 3.09% | 320 | 4.41% | 2,586 | 6.92% |
| JSCI updated - eligible for higher stream | <20 | N/A | 25 | 0.34% | 43 | 0.59% | 329 | 0.88% |
| Persistent non-compliance (Serious Failure) | 1,945 | 26.83% | 1,374 | 18.95% | 3,319 | 45.79% | 16,713 | 44.74% |
| Other outcomes | 1,207 | 16.65% | 1,656 | 22.84% | 2,863 | 39.50% | 14,391 | 38.52% |
| No outcomes | 310 | 4.28% | 394 | 5.44% | 704 | 9.71% | 3,339 | 8.94% |
| Total | 3,576 | 49.33% | 3,673 | 50.67% | 7,249 | 100.00% | 37,358 | 100.00% |

18 - Financial penalties, Connection Failures, Income Support Payment Suspensions and CCAs by Age Group

1 April to 30 June 2015

| Non Payment Periods (Serious and UNPPs) | Under 21 | 21 - 30 | 31 - 40 | 41 - 54 | 55 + | Total | Financial YTD | Financial YTD% |
|--|-----------------|----------------|----------------|----------------|-------------|--------------|----------------------|-----------------------|
| Voluntary unemployment- UNPP | 344 | 1,334 | 631 | 574 | 175 | 3,058 | 12,777 | 34.66% |
| Unemployment due to misconduct – UNPP | 124 | 556 | 358 | 391 | 79 | 1,508 | 5,964 | 16.18% |
| Persistent non-compliance - Serious | 640 | 1,701 | 616 | 339 | 23 | 3319 | 16,713 | 45.33% |
| Did not commence suitable work - Serious | <20 | 57 | 23 | <20 | <20 | 112 | 713 | 1.93% |
| Refused a suitable job - Serious | <20 | 34 | <20 | 28 | <20 | 104 | 699 | 1.90% |
| Sub Total NPPs | 1,135 | 3,682 | 1,644 | 1,351 | 289 | 8,101 | 36,866 | 100.00% |

1 April to 30 June 2015

| Other Financial Penalties (Reconnection and NSNP) | Under 21 | 21 - 30 | 31 - 40 | 41 - 54 | 55 + | Total | Financial YTD | Financial YTD% |
|---|-----------------|----------------|----------------|----------------|-------------|---------------|----------------------|-----------------------|
| Failure to comply with a reconnection requirement | 2,923 | 5,784 | 2,722 | 1,265 | 112 | 12,806 | 99,165 | 44.50% |
| Failure to attend activity specified in EPP – NSNP | 5,615 | 13,061 | 5,636 | 3,608 | 365 | 28,285 | 120,021 | 53.86% |
| Failure to attend job interview – NSNP | 69 | 99 | 69 | 46 | <20 | 291 | 1,853 | 0.83% |
| Inappropriate conduct in EPP activity – NSNP | 70 | 123 | 51 | 48 | 23 | 315 | 1,394 | 0.63% |
| Inappropriate presentation or conduct at job interview - NSNP | <20 | <20 | <20 | 27 | <20 | 79 | 388 | 0.17% |
| Sub Total Other Financial penalties | 8,688 | 19,084 | 8,496 | 4,994 | 514 | 41,776 | 222,821 | 100.00% |

I April to 30 June 2015

| | Under 21 | 21 - 30 | 31 - 40 | 41 - 54 | 55 + | Total | Financial YTD | Financial YTD% |
|----------------------------------|----------|---------|---------|---------|------|--------|---------------|----------------|
| Total Financial Penalties | 9,823 | 22,766 | 10,140 | 6,345 | 803 | 49,877 | 259,687 | 100.00% |

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received relocation assistance to get a job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period I April to 30 June 2015.

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

I April to 30 June 2015

| Connection Failures | Under 21 | 21 - 30 | 31 - 40 | 41 - 54 | 55 + | Total | Financial YTD | Financial YTD% |
|--|----------|---------|---------|---------|------|-------|---------------|----------------|
| Failure to attend third party Provider appointment* | 167 | 234 | 110 | 86 | <20 | 604 | 2,714 | 20.90% |
| Failure to attend CCA appointment | 185 | 488 | 220 | 91 | <20 | 993 | 5,320 | 40.97% |
| Failure to comply with Job Search requirement in EPP | 96 | 308 | 149 | 167 | 39 | 759 | 3,624 | 27.91% |
| Failure to enter EPP with provider | <20 | 53 | 29 | 46 | 23 | 156 | 928 | 7.15% |
| Failure to attend Centrelink appointment | 0 | <20 | <20 | <20 | <20 | <20 | 66 | 0.51% |
| Unsatisfactory Job Seeker Diary | <20 | <20 | <20 | <20 | <20 | 41 | 205 | 1.58% |
| Failure to return Job Seeker Diary | <20 | <20 | <20 | <20 | 0 | 29 | 115 | 0.89% |
| Failure to negotiate EPP with Centrelink | 0 | <20 | 0 | 0 | 0 | <20 | <20 | N/A |
| Other | <20 | <20 | <20 | 0 | 0 | <20 | <20 | N/A |
| Total | 474 | 1,119 | 524 | 403 | 84 | 2,604 | 12,985 | 100.00% |

* Non-attendance at employment provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

| Income support payment suspensions | Under 21 | 21 - 30 | 31 - 40 | 41 - 54 | 55 + | Total | Financial YTD | Financial YTD% |
|---|-----------------|----------------|----------------|----------------|--------------|----------------|----------------------|-----------------------|
| Income support payment suspension - non-attendance at appointment | 40,765 | 93,043 | 57,200 | 43,248 | 7,781 | 242,037 | 1,144,897 | 94.60% |
| Income support payment suspension – disengagement from activity | 3,012 | 6,805 | 3,368 | 2,468 | 309 | 15,962 | 65,344 | 5.40% |
| Total Income Support payment suspensions | 43,777 | 99,848 | 60,568 | 45,716 | 8,090 | 257,999 | 1,210,241 | 100.00% |

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-Attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

I April to 30 June 2015

| Finalised CCA Outcome | Under 21 | 21 - 30 | 31 - 40 | 41 - 54 | 55 + | Total | Financial YTD | Financial YTD% |
|---|-----------------|----------------|----------------|----------------|-------------|--------------|----------------------|-----------------------|
| JSCI updated - referral for ESA | 57 | 159 | 69 | 34 | <20 | 320 | 2,586 | 6.92% |
| JSCI updated - eligible for higher stream | <20 | 25 | <20 | <20 | <20 | 43 | 329 | 0.88% |
| Persistent non-compliance (Serious Failure) | 640 | 1,701 | 616 | 339 | 23 | 3,319 | 16,713 | 44.74% |
| Other outcomes | 591 | 1,310 | 597 | 332 | 33 | 2,863 | 14,391 | 38.52% |
| No outcomes | 164 | 313 | 142 | 76 | <20 | 704 | 3,339 | 8.94% |
| Total | 1,460 | 3,508 | 1,432 | 782 | 67 | 7,249 | 37,358 | 100.00% |

19 - Financial penalties, Connection failures, Payment Suspensions and CCAs by Employment Services

I April to 30 June 2015

| Non Payment Periods (Serious and UNPPs) | JSA Stream 1 | JSA Stream 2 | JSA Stream 3 | JSA Stream 4 | DES | RJCP | Not in Employment Services | Total | Financial YTD | Financial YTD% |
|--|-------------------------|-------------------------|-------------------------|-------------------------|------------|--------------|---|--------------|--------------------------|---------------------------|
| Voluntary unemployment- UNPP | 858 | 182 | 55 | 69 | 37 | 50 | 1,807 | 3,058 | 12,777 | 34.66% |
| Unemployment due to misconduct – UNPP | 379 | 78 | 21 | 39 | <20 | <20 | 969 | 1,508 | 5,964 | 16.18% |
| Persistent non-compliance – Serious | 285 | 621 | 730 | 463 | 24 | 1,196 | 0 | 3,319 | 16,713 | 45.33% |
| Did not commence suitable work - Serious | <20 | 33 | 22 | 29 | <20 | <20 | 0 | 112 | 713 | 1.93% |
| Refused a suitable job – Serious | 20 | 37 | <20 | <20 | 20 | 0 | 0 | 104 | 699 | 1.90% |
| Sub Total NPPs | 1,556 | 951 | 837 | 618 | 107 | 1,256 | 2,776 | 8,101 | 36,866 | 100.00% |

I April to 30 June 2015

| Other Financial Penalties (Reconnection and NSNP) | JSA Stream 1 | JSA Stream 2 | JSA Stream 3 | JSA Stream 4 | DES | RJCP | Not in Employment Services | Total | Financial YTD | Financial YTD% |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|------------|-------------|---|--------------|--------------------------|---------------------------|
| Failure to comply with a reconnection requirement | 2,275 | 2,870 | 2,014 | 3,675 | 605 | 1,367 | 0 | 12,806 | 99,165 | 44.50% |
| Failure to attend activity specified in EPP – NSNP | 2,991 | 5,775 | 5,207 | 5,593 | 519 | 8,200 | 0 | 28,285 | 120,021 | 53.86% |
| Failure to attend job interview – NSNP | 44 | 85 | 42 | 52 | 65 | <20 | 0 | 291 | 1,853 | 0.83% |
| Inappropriate conduct in EPP activity – NSNP | 50 | 78 | 62 | 60 | 49 | <20 | 0 | 315 | 1,394 | 0.63% |
| Inappropriate presentation or conduct at job interview - NSNP | <20 | 21 | <20 | <20 | 24 | 0 | 0 | 79 | 388 | 0.17% |

| Other Financial Penalties (Reconnection and NSNP) | JSA Stream 1 | JSA Stream 2 | JSA Stream 3 | JSA Stream 4 | DES | RJCP | Not in Employment Services | Total | Financial YTD | Financial YTD% |
|--|---------------------|---------------------|---------------------|---------------------|------------|-------------|-----------------------------------|--------------|----------------------|-----------------------|
| Sub Total Other Financial penalties | 5,376 | 8,829 | 7,338 | 9,385 | 1,262 | 9,586 | 0 | 41,776 | 222,821 | 100.00% |

1 April to 30 June 2015

| | JSA Stream 1 | JSA Stream 2 | JSA Stream 3 | JSA Stream 4 | DES | RJCP | Not in Employment Services | Total | Financial YTD | Financial YTD% |
|----------------------------------|---------------------|---------------------|---------------------|---------------------|------------|-------------|-----------------------------------|--------------|----------------------|-----------------------|
| Total Financial Penalties | 6,932 | 9,780 | 8,175 | 10,003 | 1,369 | 10,842 | 2,776 | 49,877 | 259,687 | 100.00% |

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received Relocation Assistance To Get A Job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period 1 April to 30 June 2015..

The majority of penalties for 'failing to comply with a reconnection requirement' are for non-attendance at a provider reconnection appointments.

1 April to 30 June 2015

| Connection Failures | JSA Stream 1 | JSA Stream 2 | JSA Stream 3 | JSA Stream 4 | DES | RJCP | Total | Financial YTD | Financial YTD% |
|--|---------------------|---------------------|---------------------|---------------------|------------|-------------|--------------|----------------------|-----------------------|
| Failure to attend third party Provider appointment* | 50 | 154 | 105 | 185 | 96 | <20 | 604 | 2,714 | 20.90% |
| Failure to attend CCA appointment | 79 | 143 | 160 | 384 | <20 | 214 | 993 | 5,320 | 40.97% |
| Failure to comply with Job Search requirement in EPP | 235 | 175 | 110 | 175 | 63 | <20 | 759 | 3,624 | 27.91% |
| Failure to enter EPP with provider | 31 | 31 | <20 | 42 | 37 | <20 | 156 | 928 | 7.15% |
| Failure to attend Centrelink appointment | <20 | <20 | <20 | <20 | <20 | <20 | 18 | 66 | 0.51% |
| Unsatisfactory Job Seeker Diary | 38 | <20 | <20 | <20 | 0 | 0 | 41 | 205 | 1.58% |
| Failure to return Job Seeker Diary | 23 | <20 | 0 | <20 | 0 | 0 | 29 | 115 | 0.89% |
| Failure to negotiate EPP with Centrelink | 0 | 0 | 0 | <20 | 0 | 0 | <20 | <20 | N/A |
| Other | <20 | <20 | 0 | <20 | 0 | 0 | <20 | <20 | N/A |
| Total | 458 | 512 | 394 | 794 | 215 | 231 | 2,604 | 12,985 | 100.00% |

* Non-attendance at employment provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

1 April to 30 June 2015

| Income Support payment suspensions | JSA Stream 1 | JSA Stream 2 | JSA Stream 3 | JSA Stream 4 | DES | RJCP | Total | Financial YTD | Financial YTD% |
|---|---------------------|---------------------|---------------------|---------------------|---------------|---------------|----------------|----------------------|-----------------------|
| Income support payment suspension - non-attendance at appointment | 60,300 | 50,378 | 33,523 | 58,562 | 19,446 | 19,828 | 242,037 | 1,144,897 | 94.60% |
| Income support payment suspension – disengagement from activity | 1,390 | 2,763 | 2,775 | 2,829 | 266 | 5,939 | 15,962 | 65,344 | 5.40% |
| Total Income Support payment suspensions | 61,690 | 53,141 | 36,298 | 61,391 | 19,712 | 25,767 | 257,999 | 1,210,241 | 100.00% |

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-Attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

1 April to 30 June 2015

| Finalised CCA Outcome | JSA Stream 1 | JSA Stream 2 | JSA Stream 3 | JSA Stream 4 | DES | RJCP | Total | Financial YTD | Financial YTD% |
|---|---------------------|---------------------|---------------------|---------------------|------------|--------------|--------------|----------------------|-----------------------|
| JSCI updated – referral for ESAt | 31 | 80 | 89 | 103 | <20 | <20 | 320 | 2,586 | 6.92% |
| JSCI updated – eligible for higher stream | <20 | <20 | <20 | 0 | 0 | 0 | 43 | 329 | 0.88% |
| Persistent non-compliance (Serious Failure) | 285 | 621 | 730 | 463 | 24 | 1,196 | 3,319 | 16,713 | 44.74% |
| Other outcomes | 236 | 442 | 465 | 1,011 | 69 | 640 | 2,863 | 14,391 | 38.52% |
| No outcomes | 116 | 190 | 150 | 41 | <20 | 201 | 704 | 3,339 | 8.94% |
| Total | 680 | 1,350 | 1,448 | 1,618 | 104 | 2,049 | 7,249 | 37,358 | 100.00% |

20 - Financial Penalties, Connection Failures, Payment Suspensions and CCAs by Allowance Types

I April to 30 June 2015

| Non Payment Periods (Serious Failure and UNPP) | NSA | YAL | PPS | Not on allowance | Total | Financial YTD | Financial YTD% |
|---|--------------|--------------|------------|-------------------------|--------------|----------------------|-----------------------|
| Voluntary unemployment- UNPP | 777 | 267 | <20 | 2,000 | 3,058 | 12,777 | 34.66% |
| Unemployment due to misconduct – UNPP | 345 | 122 | <20 | 1,033 | 1,508 | 5,964 | 16.18% |
| Persistent non-compliance – Serious | 2,360 | 922 | 37 | 0 | 3,319 | 16,713 | 45.33% |
| Did not commence suitable work - Serious | 95 | <20 | 0 | 0 | 112 | 713 | 1.93% |
| Refused a suitable job – Serious | 80 | 22 | <20 | 0 | 104 | 699 | 1.90% |
| Sub Total NPPs | 3,657 | 1,350 | 61 | 3,033 | 8,101 | 36,866 | 100.00% |

I April to 30 June 2015

| Other Financial Penalties (Reconnection and NSNP) | NSA | YAL | PPS | Not on allowance | Total | Financial YTD | Financial YTD% |
|---|---------------|---------------|------------|-------------------------|---------------|----------------------|-----------------------|
| Failure to comply with a reconnection requirement | 8,882 | 3,715 | 209 | 0 | 12,806 | 99,165 | 44.50% |
| Failure to attend activity specified in EPP – NSNP | 19,991 | 7,863 | 431 | 0 | 28,285 | 120,021 | 53.86% |
| Failure to attend job interview - NSNP | 203 | 84 | <20 | 0 | 291 | 1,853 | 0.83% |
| Inappropriate conduct in EPP activity - NSNP | 222 | 93 | 0 | 0 | 315 | 1,394 | 0.63% |
| Inappropriate presentation or conduct at job interview - NSNP | 62 | <20 | 0 | 0 | 79 | 388 | 0.17% |
| Sub Total Other Financial penalties | 29,360 | 11,772 | 644 | 0 | 41,776 | 222,821 | 100.00% |

I April to 30 June 2015

| | NSA | YAL | PPS | Not on allowance | Total | Financial YTD | Financial YTD% |
|----------------------------------|---------------|---------------|------------|-------------------------|---------------|----------------------|-----------------------|
| Total Financial Penalties | 33,017 | 13,122 | 705 | 3,033 | 49,877 | 259,687 | 100.00% |

Unemployment Non-payment periods are generally for eight weeks. However, if a person who has received Relocation Assistance To Get A Job voluntarily leaves the job without reasonable excuse or is dismissed for misconduct within the first six months, they may be subject to a non-payment penalty period of 12 weeks. This penalty may also be applied if the job seeker accepts the job and relocates but does not commence employment. The above data includes <20 12 week non-payment penalties applied during the period 1 April to 30 June 2015.

The majority of penalties for ‘failing to comply with a reconnection requirement’ are for non-attendance at a provider reconnection appointments.

1 April to 30 June 2015

| Connection Failures | NSA | YAL | PPS | Total | Financial YTD | Financial YTD% |
|--|--------------|------------|---------------|--------------|----------------------|-----------------------|
| Failure to attend third party Provider appointment* | 376 | 218 | <20 | 604 | 2,714 | 20.90% |
| Failure to attend CCA appointment | 731 | 254 | <20 | 993 | 5,320 | 40.97% |
| Failure to comply with Job Search requirement in EPP | 619 | 140 | 0 | 759 | 3,624 | 27.91% |
| Failure to enter EPP with provider | 145 | <20 | <20 | 156 | 928 | 7.15% |
| Failure to attend Centrelink appointment | <20 | <20 | 0 | <20 | 66 | 0.51% |
| Unsatisfactory Job Seeker Diary | 23 | <20 | 0 | 41 | 205 | 1.58% |
| Failure to return Job Seeker Diary | 25 | <20 | 0 | 29 | 115 | 0.89% |
| Failure to negotiate EPP with Centrelink | <20 | 0 | 0 | <20 | <20 | N/A |
| Other | <20 | <20 | 0 | <20 | <20 | N/A |
| Total | 1,939 | 646 | <20 | 2,604 | 12,985 | 100.00% |

* Non-attendance at employment provider appointments is reported through a Non-Attendance Report and results in an income support payment suspension rather than a Connection Failure. However, failures to attend initial appointments with third party providers, such as Work for the Dole host organisation, can result in a Connection Failure.

I April to 30 June 2015

| Income Support payment suspensions | NSA | YAL | PPS | Total | Financial YTD | Financial YTD% |
|---|----------------|---------------|--------------|----------------|----------------------|-----------------------|
| Income support payment suspension - non-attendance at appointment | 184,228 | 51,433 | 6,376 | 242,037 | 1,144,897 | 94.60% |
| Income support payment suspension – disengagement from activity | 11,696 | 3,963 | 303 | 15,962 | 65,344 | 5.40% |
| Total Income Support payment suspensions | 195,924 | 55,396 | 6,679 | 257,999 | 1,210,241 | 100.00% |

Income support payment suspensions are applied when a job seeker fails to attend an appointment and a Non-Attendance Report is submitted or when a job seeker disengages from an activity and their provider indicates on a No Show No Pay Participation Report that they wish to discuss this with the job seeker.

I April to 30 June 2015

| Finalised CCA Outcome | NSA | YAL | PPS | Total | Financial YTD | Financial YTD% |
|---|--------------|--------------|------------|--------------|----------------------|-----------------------|
| JSCI updated - referral for ESAt | 244 | 75 | <20 | 320 | 2,586 | 6.92% |
| JSCI updated - eligible for higher stream | 32 | <20 | 0 | 43 | 329 | 0.88% |
| Persistent non-compliance (Serious Failure) | 2,360 | 922 | 37 | 3,319 | 16,713 | 44.74% |
| Other outcomes | 2,066 | 762 | 35 | 2,863 | 14,391 | 38.52% |
| No outcomes | 486 | 206 | <20 | 704 | 3,339 | 8.94% |
| Total | 5,188 | 1,976 | 85 | 7,249 | 37,358 | 100.00% |

Glossary

The Department of Human Services (Human Services) – From 1 July 2011, Centrelink became part of Human Services. Data releases dated prior to 1 July 2011 refer to Centrelink instead of Human Services.

Connection Failures occur when a job seeker, without reasonable excuse:

- does not attend an initial appointment with a third party provider (e.g. a Work for the Dole host organisation or training provider – not an employment provider);
- refuses to enter into an Employment Pathway Plan;
- fails to meet a job search requirement in their Employment Pathway Plan.

Job seekers do not incur financial penalties if they have a Connection Failure applied.

Financial Penalties - A job seeker can incur a non-payment period for persistent and wilful non-compliance or for refusing an offer of suitable work, for voluntarily leaving work or being dismissed for misconduct. A No Show No Pay (NSNP) penalty can be applied for failing to attend activities within the Employment Pathway Plan (EPP), or for failing to attend a job interview. A reconnection penalty can be applied for failing to attend a reconnection appointment, or for failing to return a satisfactory Job Seeker Diary.

Income Support Payment suspensions are applied when a job seeker fails to attend an appointment with their employment provider or when a provider advises Human Services that a job seeker has disengaged from an activity. As payment is restored once the job seeker agrees to attend a reconnection appointment, payment suspension is not a failure or financial penalty under the compliance framework. A failure and/or penalty may be separately applied where Human Services determines that the job seeker had no reasonable excuse for their non-attendance or failed to give prior notice of a reasonable excuse when it was reasonable to expect them to do so.

A **Comprehensive Compliance Assessment (CCA)** must be conducted before a job seeker can have a penalty applied for persistent non-compliance.

A CCA is conducted where a job seeker has:

- three (3) applied failures as a result of failing to attend an appointment or interview within a six month period; or
- three (3) days of applied No Show No Pay penalties, within a six month period.

A CCA can also be requested at any time by either an employment services provider or Human Services if a job seeker is failing to meet their participation requirements to determine why the job seeker is failing to meet their requirements.

A Non-Attendance Report is submitted by an employment services provider when a job seeker fails to attend a regular provider appointment. The Non-Attendance Report replaces the Connection Failure Participation Report which was used to report this type of non-attendance from 1 July 2014.

Further information on job seeker compliance penalties can be found within the 'Explanatory Notes' document on the Department of Employment website.

Notes:

1. The above tables show all compliance actions that were applied or finalised during the fourth quarter of the 2014/15 financial year (i.e. applied/finalised in the period 1/4/2015 – 30/6/2015 inclusive) and not under review, revoked or otherwise overturned as at 30/07/2015. This lag is to allow for reviews and appeals to be finalised.
2. The tables in Part B exclude failures that were submitted and subsequently rejected due to the job seeker not being in receipt of income support payment at the time of the failure, a Comprehensive Compliance Assessment had been triggered at the time of the failure, the job seeker's record was cancelled or the provider withdrew the Participation Report.
3. The Allowance Type breakdown refers to the payment type that a job seeker was in receipt of at the time of the compliance action i.e. Newstart Allowance (NSA), Youth Allowance (YAL), Parenting Payment Partnered (PPP) & Parenting Payment Single (PPS).
4. Where very small numbers of compliance actions (less than 20) of a particular type occur, the actual number is not published.
5. Many of the tables include financial year to date figures. However, there are some tables that do not include financial year to date figures due to the way the data is captured.
6. This data was extracted by the Department of Employment from the Employment DB2/CDS database.